

Handling Interruptions, Distractions and Telephones

How to get to the work you need to do!

Session Objectives:

- Analyze current *Interruptions and Distractions*
- Learn systems to decrease both *External* and *Internal* distractions
- Depart with key ideas and plans to cut interruption time immediately

We've all been there - hassled by interruptions and distractions all day, frustrated that we can't get to our own agenda, and not even sure how the day got away from us. We realize most of these intrusions are part of our job, and yet, these interruptions keep us from accomplishing what we really want and need to get done.

Interruptions are simply a conflict in priorities

In this session we analyze our current distractions and learn new tools and methods to improve the situations. We look at both the external and internal barriers. We cover crisis management, handling the *drop-in* visitor, calls, emails, clients, and projects. We discuss meetings, phone calls and planning time; how are they organized, performed and reviewed?

You will learn the *Five Secrets to Taming Telephone Time*, the *Got a minute?* is NEVER a minute, the *Four ways to handle the drop-in*, and an *action plan* to tackle all of the challenges you are encountering. This session includes log forms to track current experiences as well as the progress. You may find there are more distractions than you previously realized!

This is a very content rich session. You will select the most important tools and methods to apply first and prioritize the rest.

Jennifer Rousseau Sedlock